

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

APPLICANT(S): SILBERSTEIN, Assaf

SERIAL NO. 10/628,833 EXAMINER: LONG, FONYA M

FILED / ISSUED: July 28, 2003 GROUP ART UNIT: 3689

FOR: SYSTEM ARCHITECTURE AND A METHOD FOR CUSTOMER FLOW  
MANAGEMENT

**SUPPLIMENTAL RESPONSE**

Mail Stop Amendment  
Commissioner for Patents  
P. O. Box 1450  
Alexandria, VA 22313-1450

Sir:

This paper is being filed in response to the Office Action mailed September 30, 2008 and the Advisory Action mailed December 23, 2008 by the United States Patent and Trademark Office in connection with the above-identified Application.

Specifically, Applicant is filing this paper to address the substantive comments made by the Examiner on the last page of the December 23, 2008 Advisory Action.

A response to the September 30, 2008 Office Action was filed December 1, 2008, resulting in the issuance of the Advisory Action. This paper was due three months from the mailing date of the September 30, 2008 Office Action. This paper is being filed in conjunction with a petition for one-month's extension of time and a request for continued examination (RCE).

**Remarks begin on page 2 of this paper.**